



# National RN Case Manager Certificate Program

## **Program Overview**

For Decision Makers

## ABOUT THE RNCM ROLE

Registered Nurse Case Managers focus on improving the health of chronically ill people and populations at risk for poor health outcomes while assuring high quality care and lower costs. Many of these jobs place the RN in primary or specialty clinics or other community-based care sites, as well as in acute and long-term care. RN case managers assure best care during care transitions across settings and among varied providers. These RN case manager roles include involvement in direct patient care, practicing as a member of the patient's care team, generating a nursing care plan in partnership with the patient, and using technology and behavioral health strategies to help patients accomplish their health objectives while providing ongoing assessment and medication management.

While basic principles of care coordination are incorporated into nursing education, Registered Nurses, as well as employers, have commonly relied on "on the job training" to develop care coordination and case management skills within healthcare organizations. In the face of complex healthcare systems, relying on "on the job training" when asking RNs to fill RN Case Manager, Care Manager and Advanced Care Coordination roles risks the success of both the nurse and the healthcare organization.

## ABOUT THE PROGRAM

Nurses enrolled in the National RN Case Manager Certificate Program will acquire the essential knowledge needed to implement RNCM roles consistent with national practice standards and organizational initiatives.

Program content bridges health policy and evidence with RN Case Manager professional role development and emphasizes patient-centered application in clinical practice.

*The National RNCM curriculum merges patient centered care initiatives with RN Case Manager/Advanced Care Coordination role development emphasizing evidence, innovations and resources designed to improve care delivery for chronically ill and older adults.*

## OVERVIEW OF PROGRAM CONTENT

**Section 1:** 8 CE

### FOUNDATIONS RNCM ROLE DEVELOPMENT I

- Emerging Roles and RNCM Practice
- Health Policy Driving System Change & Access to Care
- Health Insurance & Payment
- Improving Health Outcomes for Populations

**Section 2:** 8 CE

### FOUNDATIONS RNCM ROLE DEVELOPMENT II

- Effective Use of Technology in RNCM Practice
- Principles of Person Centered Care & RNCM Role
- Partnering with High Need Patients
- RNCM Role in Safe, Effective Care Transitions

**Section 3:** 8 CE

### PATIENT CENTERED RNCM PRACTICE I

- RNCM Patient Engagement & Self-Management Support
- RNCM Tools for Health Behavior Change
- Communication, Advocacy & Care Planning
- RNCM Role in Primary Care

**Section 4:** 8 CE

### PATIENT CENTERED RNCM PRACTICE II

- Partnering Effectively with Caregivers
- Advancing Care Coordination: Networking & Resources
- RNCM Role in Long Term Services & Supports
- RNCM Leadership in Team Based Care

## WHO SHOULD ENROLL

- Registered Nurses with care coordination or case management experience, whether certified or not, who need to expand practices to include patient centered/population health RNCM knowledge and tools.
- Registered Nurses new to RN Case Management, care management or care coordination.
- Registered Nurses who are responsible for supervision, program development or leadership of RN Case Manager/Care Coordinators.
- Registered Nurses working in positions to advance coordination of care across patient settings including: primary care, community-based outpatient clinics, specialty clinics and services, acute, (ED, discharge planning and transitional care), telehealth, home health, LTSS (Assisted Living, skilled nursing facilities, nursing homes) and hospice.
- Advanced Practice Registered Nurses pursuing care coordination knowledge to work with RN case managers in Accountable Care Organizations and Patient Centered Medical Homes, transitional care and/or leadership roles.

## PRACTICE OUTCOMES:

Registered Nurses who successfully complete this Program will be able to:

1. Demonstrate essential knowledge needed to perform emerging roles in case management, care management and care coordination across healthcare settings.
2. Utilize evidence based strategies consistent with national initiatives designed to ensure patient centered care delivery, address social determinants of health, and support health equity.
3. Use new knowledge to implement RN Case/Care Manager and Advanced Care Coordination role development into practice.
4. Meet CE eligibility requirements for specialty credentialing through ANCC, the American Nurses Credentialing Center, and for recertification with ANCC and CCMC, the Commission for Case Manager Certification.

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## LEARNING OPTIONS:

Online and Blended Independent Study learning options are available.

**Online:** Our faculty guided online learning options are designed to be completed independently following the course sequencing and faculty prompts embedded in the recorded lectures. Online enrollment is continuously available and learning is accomplished by completing lectures and learning activities posted to our online classroom. Our Enroll & Begin option is designed to be completed in 60 days while the Pay as You Go option offers a tuition payment plan.

**Scheduled Class:** This blended option pairs online learning with virtual faculty instruction. With this learning format, participants complete each of the 4 Sections of the Contemporary RNCM Certificate Program online and may virtually attend corresponding facilitated faculty discussions.

Employers providing structured release time for participant completion, can select a concentrated schedule of one section/week for 4 weeks for completions in 30 days although participants receive access to the Program for the allotted 60 days.

Details about our learning options are posted on the Courses Page of our website.

### **PROGRAM STRUCTURE**

This program is designed to be engaging and “user” friendly. Through use of our online classroom, content is delivered using a variety of learning activities that include faculty lecture, videos, selected readings, and resources.

All materials are posted by topic. Topics are posted sequentially to build on each content area covered. Each topic contains various learning activities, articles, and resources. When you complete the content in each topic, you will take a short quiz to help you self-assess your understanding of the content. Following completion of the quiz, the next topic will be available for you to open and begin.

Although we do not grade coursework, we do monitor progress and completion status. It is expected that as an adult learner you are self-motivated and will thoughtfully complete the course learning activities. Participants receiving tuition assistance from their employer can expect that your progress and completion status will be provided upon employer request.

### **SUCCESSFUL COMPLETION**

Completion of the assignments, learning activities, quizzes and Course Evaluation demonstrates successful completion of the *National RN Case Manager Certificate Program* and is required for 32 CE hours and the Certificate of Completion to be awarded.

### **CERTIFICATE OF COMPLETION**

Certificate education is a well-established nursing education strategy used when practicing nurses need to acquire specialized knowledge quickly and efficiently to better care for patients. In this program of study, participants demonstrate mastery of a specific body of knowledge over a specified period of time. Upon successful completion of the program, a Certificate of Completion is awarded, demonstrating this knowledge, and building on your nursing degree.

### **CONTINUING EDUCATION**

This nursing continuing professional development activity was approved by the Wisconsin Nurses Association, an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation (ANCC). WNA CEAP Approval Number: WICEAP-0265.

Nursing contact hours must be completed by July 1, 2024. No certificates will be issued after this date.

### **BOARD CERTIFICATION**

Board Certification is a quality indicator for demonstrating experience, knowledge, and competence as a case manager. Board certification as a Case Manager is awarded after successfully passing a national exam to acquire credentialing that reflects this specialty certification. Practice experience is required prior to eligibility to test for national board certification. Additional eligibility varies by organization. Completion of this program addresses the education standards needed to expand traditional care coordination and case management roles in direct practice and in leadership and management.

## TECHNOLOGY NEEDED

To ensure your success, experience with computers and technology is recommended. Comfort with the use of various computer programs including Microsoft Word and PowerPoint as well as Internet browsing to access web-based resources will be needed.

We recommend the following to connect to our eLearning platform and access our online classroom:

### Operating System:

Current version of Microsoft Windows or MAC OS X.

### Software:

A current version of Microsoft Office or compatible productivity suite. A current version of an Internet browser such as Chrome, Mozilla Firefox, or Microsoft Internet Explorer. An updated version of virus protection.

### Email:

An email address to receive access and program information is required. If providing a work email, please be sure we are on your approved sender list. Many employers block email messages from outside sources.

## TECHNOLOGY SUPPORT

The National RNCM Program Development Center provides administrative support to ensure continuous course access following enrollment. Participants are responsible for addressing their own technology questions/issues.

## PROGRAM FACULTY

### Kelly Kruse Nelles MS RN APRN-BC

Director and Lead Faculty  
National RN Case Manager Certificate Program

A leader in RNCM education, Kelly has been preparing nurses for new and emerging case manager, care manager and care coordinator roles since the passage of the Affordable Care Act in 2010. Her over 20 years of academic teaching experience at both the undergraduate and graduate level having developed and taught courses specific to role development, systems change, and clinical management have shaped her development of the National RN Case Manager Certificate Program.

Building on her clinical practice experiences in public health, community and primary care, Kelly's own practice includes care coordination and case management of older adults living in community and long-term care settings. She brings more than thirty years of experience providing nursing care, clinical management, practice model implementation, academic and clinical education across multiple practice settings including primary care, community, rural and long-term care.

As a nurse leader, national speaker and experienced clinical practice consultant, Kelly is committed to contributing to the advancement of an effective, equitable nursing workforce through innovation in nursing role and practice development.

Kelly is proud that graduates of this program have found opportunities focused on improving health outcomes in the patient populations they are partnered with. These nurses are now practicing throughout the U.S. Healthcare system including the Veterans Health Administration and Indian Health Service in acute, primary, public health and long term care settings.

## **PROGRAM TUITION**

\$1050.00/participant

Tuition includes faculty instruction and access to the online classroom where learning activities are completed and a resource set accompanying each topic may be downloaded. Throughout the Program practice tools and recommendations for implementation in practice are provided.

## **REGISTRATION**

Participants may register and submit credit card payment online at:

<https://nationalrn.com/national-rn-case-manager-certificate-program/>. Click on the Register button located with the course option you are selecting. Secured payment is managed through Stripe Online Payment Processing. You will receive payment confirmation at the email address you provide on your registration form.

Registration is complete when the registration form and payment have been received. Confirmation will be sent to the email address you provided on the registration form. To ensure you receive email communication, we recommend you use a personal rather than work email address as many employers block outside emails.

## **SUBSTITUTIONS**

The participant registered for the course must be the one attending and completing the program. No substitutions will be made for participants who are unable to complete the program.

## **REFUND/CANCELLATION POLICY**

If you have registered but not accessed the eLearning platform and program content a full refund minus a 20% electronic/administrative processing fee will be refunded. The National RN Case Manager Training Center will issue a refund check of the adjusted amount. Processing may take 10-15 days.

Cancellation requests must be received in writing prior to beginning the course. *Once you have accessed the eLearning classroom no cancellations or refunds will be made.*

Cancellation notices should be sent to:

[kelly.kruse@nationalrn.com](mailto:kelly.kruse@nationalrn.com).

In situations where there are unforeseen circumstances beyond the control of the National RN Case Manager faculty and the course must be cancelled, participants will be notified as soon as possible and offered an alternative learning option or a full refund. The National RN Practice Development Center is not responsible for any non-refundable travel and/or other expenses incurred by the participant.

## **CONTACT**

For questions, to arrange to pay tuition by check or to request documents for employer tuition reimbursement

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